

REMARKS/ARGUMENTS

Favorable reconsideration of this application, as presently amended and in light of the following discussion, is respectfully requested.

Claims 1-2, 4-8, 10-14, 16-20, 22-26, 28-32, 34-38, 40, 42-43, 45, 47-48, 50, 54-56, 58-60, 62-64, 66-68, 70-72 and 74-76 are pending in the application. Independent Claims 1, 13, 25, 37, 42 and 47 are amended by the present amendment. Support for the amended claims can be found in the original specification, claims and drawings.¹ No new matter is presented.

In the outstanding Office Action, Claims 1-2, 4-8, 10-14, 16-20, 22-26, 28-32, 34-38, 40, 42-43, 45, 47-48, 50, 54-56, 58-60, 62-64, 66-68, 70-72 and 74-76 were rejected under 35 U.S.C. § 103 as unpatentable over Delano (U.S. Patent No. 6,430,558), in view of Busey et al. (U.S. Patent No. 6,377,944, hereinafter Busey), and further in view of Kalpio et al. (U.S. Patent No. 6,343,323, hereinafter Kalpio).

In response to the above-noted rejection, Applicants respectfully submit that amended independent Claims 1, 13 and 25 and amended independent Claims 37, 42 and 47 recite novel features clearly not taught or rendered obvious by the applied references.

Amended independent Claim 1 recites, in part, a method for managing documents, comprising the step of:

receiving a request from a remote user ...
forwarding said request to said application service
provider;
providing said application service provider with a user
access level that includes first, second and third sections, each
section indicating a different hierarchical level of access,
wherein said first section indicates a business entity, said
second section indicates a department, and said third section
indicates an individual...

¹ E.g., specification, p.12, lines 11-24 and Figs. 5A2 and 5B.

Independent Claims 13 and 25, while directed to alternative embodiments, are amended to recite similar features. Accordingly, the remarks presented below are applicable to each of independent Claims 1, 13 and 25.

Further, amended independent Claim 37 recites, in part, a method for managing documents, comprising the steps of:

- receiving a request from a remote user;
- receiving a document, storage information and an access level from said user,
 - wherein said access level includes first, second and third sections, each section indicating a different hierarchical level of access needed to access said document from said user, wherein said first section indicates a business entity, said second section indicates a department, and said third section indicates an individual ...
- transmitting said document, said access level and at least part of said storage information to a storage device of said application service provider...

Independent Claims 42 and 47, while directed to alternative embodiments, are amended to recite similar features. Accordingly, the remarks presented below are also applicable to each of amended independent Claims 37, 42 and 47.

As depicted in an exemplary embodiment of Figs. 5A2 and 5B an access level is used to obtain access to a stored document and is assigned to a document transmitted to an application service provider for storage. Further, as described at p. 12, lines 11-24, an exemplary access level scheme includes three levels, the first level identifies an individual company of an individual subsidiary, the second level may identify a department within that company or subsidiary and the third level identifies a particular individual.

In addressing the previously claimed features directed to “a user access level that indicates multiple hierarchical levels of access”, the outstanding Office Action relies on Busey.

Busey describes a network-based customer interface allowing a customer to receive automated information from a variety of data sources, including a knowledge base and a

frequently asked question database.² Busey further describes that customer authentication is performed so that the customer can be given an elevated level of service and any prior customer sessions can be used to help human agents know about the customer situation.³

Busey, however, fails to teach or suggest using “a user access level that includes first, second and third sections, each section indicating a different hierarchical level of access, wherein said first section indicates a business entity, said second section indicates a department, and said third section indicates an individual” as recited in the amended independent claims.

In addressing the user access level feature, the Office Action relies on col. 11, lines 8-20 of Busey. This cited portion of Busey describes that the WRU [Web Response Unit] optionally performs login and authentication, and by having customers identify themselves with a login name and a password, if required, past records of customer sessions can be retrieved, customer records can be updated, a past session can be resumed, etc. The customer identification can also be used to provide different levels of service at either the WRU or WebACD based on premium or preferred customers. The WRU supports authentication via a central database and can use other databases, if desired.

Thus, Busey describes that different levels of service can be provided based on entered identification information. This entered identification information is clearly different from the claimed user access level that “that includes first, second and third sections, each section indicating a different hierarchical level of access, wherein said first section indicates a business entity, said second section indicates a department, and said third section indicates an individual.” More specifically, in the claimed invention, the user access level itself includes sections that define the claimed levels of hierarchy.

In contrast, the cited identification information of Busey does not include sections indicating multiple levels of access, whatsoever. Instead, the information retrieved based on

² Busey, Abstract.

³ Id.

the user's login information indicates different levels of access. Additionally, the "different levels of access" are not even the same parameters recited in the claimed "sections" of the user access level.

Moreover, p. 8 of the Office Action asserts that Busey "teaches of the customer's identification can include a customer's name (i.e., Applicants' third level access identifying a particular individual), company..." Thus, the outstanding Office Action makes it clear that the parameters cited in Busey are indeed user identification information, and do not, themselves, indicate a user access level. Thus, while Busey may describe that such parameters may be used as login information, these user parameters do not define "a user access level that includes first, second and third sections, each section indicating a different hierarchical level of access, wherein said first section indicates a business entity, said second section indicates a department, and said third section indicates an individual." More particularly, the parameters cited in the outstanding Office Action are examples of login information only, and do not define a user access level as claimed.

Further, Applicants respectfully submit that neither Delano nor Kalpio remedy the above-noted deficiencies of Busey.

Therefore, Delano, Busey and Kalpio, neither alone, nor in combination, teach or suggest the feature of utilizing "a user access level that includes first, second and third sections, each section indicating a different hierarchical level of access, wherein said first section indicates a business entity, said second section indicates a department, and said third section indicates an individual." as recited in the pending independent claims.

Accordingly, Applicants respectfully request that the rejection of amended independent Claims 1, 13, 25, 37, 42 and 47 (and the claims that depend therefrom) under 35 U.S.C. § 103 be withdrawn.

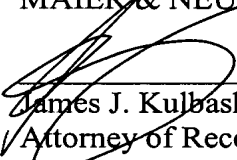
Consequently, in view of the present amendment and in light of the foregoing comments, it is respectfully submitted that the invention defined by Claims 1-2, 4-8, 10-14, 16-20, 22-26, 28-32, 34-38, 40, 42-43, 45, 47-48, 50, 54-56, 58-60, 62-64, 66-68, 70-72 and 74-76 is patentably distinguishing over the applied references. The present application is therefore believed to be in condition for formal allowance and an early and favorable reconsideration of the application is therefore requested.

Respectfully submitted,

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